

# CA Application Performance Management



In an era when mobile and digital interactions reign supreme, enterprise organizations must proactively manage the applications that drive their businesses and reputations.

CA Application Performance Management (CA APM) helps global brands proactively identify and resolve issues across physical, virtual, containers, cloud and mobile applications. CA APM offers analytics-driven insights that uniquely position your organization to deliver app experiences where every transaction becomes a loyalty-building transaction, differentiate your business and allow your experts to focus only on impactful issues.

## Key Benefits/Results

- **Easily deploy and manage APM** to gain value quickly.
- **Proactively manage the user experience** to create a competitive advantage.
- **Utilize system intelligence** through advanced analytics and smart instrumentation for rapid triage.
- **Fuel collaboration across the organization** to enable continuous performance and quality improvements.

## Key Features

- **Assisted Triage** provides intuitive root cause analysis workflows based on analytics.
- **Perspectives** simplify complex app topologies through task- relevant views.
- **Timeline** speeds triage by showing the impact of change, helping you easily locate where performance problems originate.
- **Differential Analysis** helps you quickly recognize and understand the most critical problems.
- **Mobile-to-mainframe APM** gives you 20/20 insight into your apps from mobile to mainframe.
- **Digital Experience Insights** delivers APM as a SaaS-based monitoring and analytics solution.
- **Zero Configuration agent** automatically collects deep transaction traces when a problem occurs.

## Business Challenges

Applications are the face of your business and users have a multitude of choices. It only takes a few seconds for a user to either accept or reject your app. The challenge is to make your applications become the ones users stay with because they like the experience. While impeccable performance is the key to a flawless end-user experience, there are difficulties in ensuring great performance:

- Speed and complexity across the application delivery chain requires performance management that can span across physical to virtual, on-premises to hosted components and support new, modern application technologies.
- A wealth of data quickly becomes too much. Billions of metrics a day require new approaches to visualization, and intelligent analytics to sift through the metrics and identify the relevant variables.
- Mobile access can no longer be considered special and must be fully integrated into the performance picture.
- Performance must be tested continuously, pre- and post-production, to ensure customer satisfaction and retention.

## Solution Overview

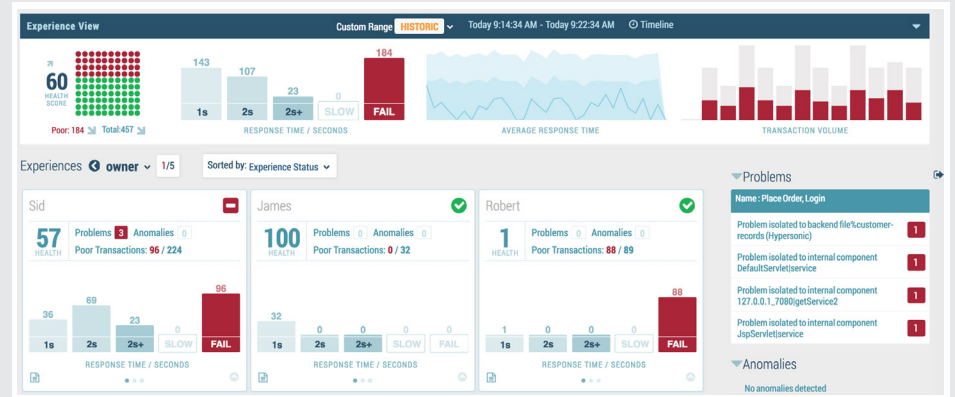
In a time when businesses are literally being rewritten by software, APM is necessary to deliver a solution across the application lifecycle that is:

- **Easy** to deploy and manage with APM agents that get value in minutes.
- **Proactive** in identifying problems via automatic transaction traces and a unified end-user view into every transaction—including mobile app, synthetic or web-based—to fix issues before users are impacted.
- **Intelligent** in using APM big data to better understand your end users' interactions with your applications, from the mobile app and device all the way to the mainframe back end.
- **Collaborative** across the organization to reduce data complexity and provide task-relevant views for every user, from developers to level one support operators, thereby instilling continuous performance improvements at every stage of the software lifecycle.

## Critical Differentiators

- ROI of as much as 306 percent, realized in 4.4 months.
- Nearly half of customers reduced mean time to resolution (MTTR) by 50 percent or more.
- Half of customers prevented 50 percent or more app issues.
- Nearly half of customers improved end-user experience by 50 percent or more.
- A majority of customers improved customer satisfaction by 40 percent or more.
- Scale you can trust: one-third of customers monitor more than 1,000 Java virtual machines (JVMs), capture more than 500 million metrics and monitor more than 500,000 transactions per day.
- A large service provider uses CA APM to capture 144 billion metrics per day.
- On average, CA APM customers collect 43 million metrics per day.
- CA APM, coupled with the Node.js agent, provides ITAU Unibanco with the end-to-end visibility from mobile to mainframe.
- Orange uses CA APM for troubleshooting and the product has helped reduce the delay to solve and fix issues by 40 percent.
- ANZ Bank DevOps project experienced an 87.5 percent reduction in MTTR due to quickly identified root causes, 10 to 15 high-severity issues eliminated with app rollouts and four weeks of time saved.

APM simplifies and speeds the triage process through prescriptive workflows and experience views across the entire application environment.



## Related Products/Solutions

- **CA App Synthetic Monitor** provides synthetic transaction monitoring from a global network.
- **CA App Experience Analytics** provides insights into the user experience and performance metrics across web, mobile and wearables.
- **CA Application Delivery Analysis Manager** provides network-aware application triage.
- **CA Cross-Enterprise Application Performance Management** provides insight into performance through the mainframe.
- **CA Infrastructure Management** allows you to proactively optimize performance across on-premises and cloud IT infrastructures.

## Supported Environments

**CA APM** is a cross-enterprise APM solution that is designed to integrate with virtually any application infrastructure.

**Modern application support** with added functionality for Java™, .Net, PHP, Node.js, Docker Containers, Cloud Foundry, AWS and more.

**SaaS Delivery Option:** CA APM is available on-premises for enterprise customers or through CA's Digital Experience Insights, our SaaS-based digital operations monitoring and analytics platform for cloud natives.

For more information, please visit [ca.com/apm](https://ca.com/apm)

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